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M550
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Extended user documentation

PHILIPS

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1 Important safety instructions

Power requirements

- This product requires an electrical supply of 100-240 volts AC. In case of power failure, the communication can be lost.
- The voltage on the network is classified as TNV-3 (Telecommunication Network Voltages), as defined in the standard EN 60950.

Warning

- The Electrical network is classified as hazardous. The only way to power down the charger is to unplug the power supply from the electrical outlet. Ensure that the electrical outlet is always easily accessible.

To avoid damage or malfunction

Caution

- Use only the power supply listed in the user instructions.
- Use only the batteries listed in the user instructions.
- Risk of explosion if battery is replaced by an incorrect type.
- Dispose of used batteries according to the instructions.
- Do not dispose of batteries in fire.
- Always use the cables provided with the product.
- Do not allow the charging contacts or the battery to come into contact with metal objects.
- Do not let small metal objects come into contact with the product. This can deteriorate audio quality and damage the product.
- Metallic objects may be retained if placed near or on the handset receiver.
- Do not use the product in places where there are explosive hazards.
- Do not open the handset, base station or charger as you could be exposed to high voltages.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- Handsfree activation could suddenly increase the volume in the earpiece to a very high level: make sure the handset is not too close to your ear.
- This equipment is not designed to make emergency calls when the power fails. An alternative has to be made available to allow emergency calls.
- Do not allow the product to come into contact with liquids.
- Do not use any cleaning agents containing alcohol, ammonia, benzene, or abrasives as these may harm the set.
- Do not expose the phone to excessive heat caused by heating equipment or direct sunlight.
- Do not drop your phone or allow objects to fall on your phone.
- Active mobile phones in the vicinity may cause interference.

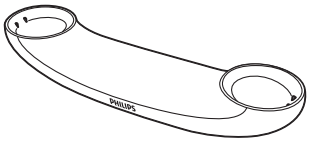
About operating and storage temperatures

- Operate in a place where temperature is always between 0°C to +40°C (up to 90% relative humidity).
- Store in a place where temperature is always between -20°C and +45°C (up to 95% relative humidity).
- Battery life may be shorter in low temperature conditions.

2 Your phone

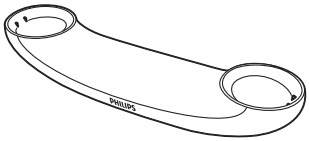
Congratulations on your purchase and welcome to Philips!
To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

What is in the box

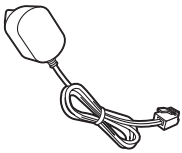


Base station (with two connectors)

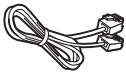
Handset



Charger (with one connector)



Power adapter



Line cord*

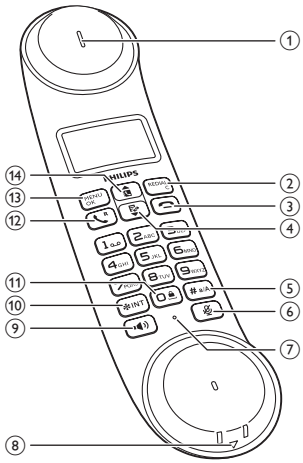
Guarantee

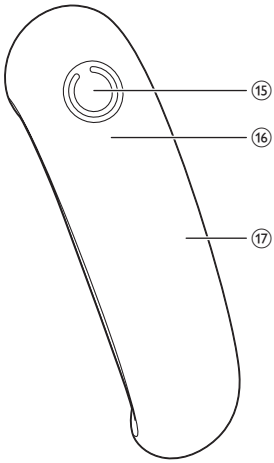
Short user manual

Note

- * In some countries, you have to connect the line adapter to the line cord, then plug the line cord to the telephone socket.

Overview of the phone





① Earpiece

② REDIAL/C
- Delete text or digits.
- Cancel operation.
- Access the redial list.

③
- End the call.
- Exit the menu/operation.
- Press and hold to switch the handset on or off.

④
- Scroll down on the menu.
- Decrease the earpiece/speaker volume.
- Access the call log in standby mode.

⑤ #a/A
- Press and hold to enter a pause.
- Switch to upper/lower case during editing.

⑥
Mute or unmute the microphone.

⑦ Microphone

⑧ Battery door opening

⑨
- Turn the speaker phone is on/off.
- Make and receive calls through the speaker.

⑩ *INT
- Press and hold to make an intercom call (for multi-handset versions only).
- Set the dial mode (pulse mode or temporary tone mode).

⑪
- Press to enter a space during text editing.
- Press and hold to lock/unlock the keypad in standby mode.

⑫
- Make and receive calls.
- Recall key

⑬ MENU/OK
- Access the main menu.
- Confirm selection.
- Enter the options menu.
- Select the function displayed on the handset screen directly above the key.

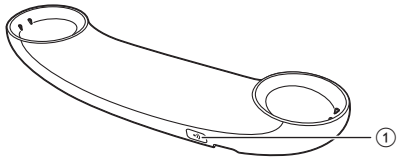
⑭
- Scroll up on the menu.
- Increase the earpiece/speaker volume.
- Access the phonebook in standby mode.

⑮ Loudspeaker

⑯ LED indicator
- Off: no new event
- On: for two seconds when putting the handset on the base station.
- Flashing: new miss calls/new messages on answering machine, new voice mails, new text messages (if applicable)
- Flashing quickly: new incoming call

⑰ Handset back cover

Overview of the base station



①
- Find handsets.
- Press and hold to enter registration mode.

Display icons

In standby mode, the icons shown on the main screen tell you what features are available on your handset.

Icon	Descriptions
	When the handset is off the base station/charger, the bars indicate the battery level (from full to low). When the handset is on the base station/charger, the bars keep scrolling until charging is complete.
	The empty battery icon flashes and you hear an alert tone. The battery is low and needs recharging.
	The number of bar indicates the connection status between the handset and base station. The more bars are shown, the better the signal or the connection is.
	It remains steadily on when browsing answered incoming calls in the call log.
	It indicates an outgoing call in the redial list.
	It flashes when there is a new missed call or when browsing the unread missed calls in call log. It remains steadily on when browsing the read missed calls in call log.
	It flashes when receiving incoming call. It remains steadily on during a call.
	The speaker is on.
	The ringer is off.
	Answering machine: it flashes when there is a new message or when the memory is full. It displays when the telephone answering machine is turned on.
	It flashes when there is a new voice message. It remains steadily on when the voice messages are already viewed in the call log. The icon is not shown when there is no voice message. This feature is network dependent.
/	It is displayed when you scroll up/ down a list/increase and decrease the volume.
	There are more digits on the right. Press **REDIAL/C** to read.
ECO+	The **ECO+** mode is activated.

3 Get started

Caution

- Make sure that you have read the safety instructions in the 'Important safety instructions' section before you connect and install your handset.

Connect the base station and charger

Warning

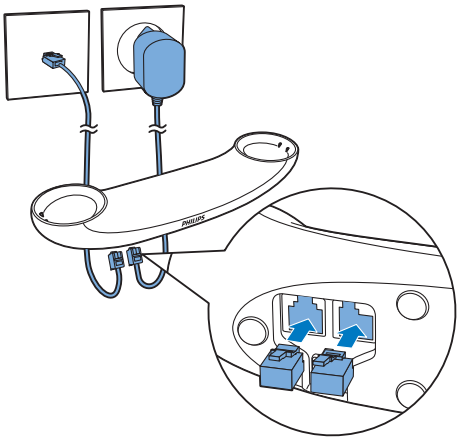
- Risk of product damage! Ensure that the power supply voltage corresponds to the voltage printed on the back or the underside of the phone.
- Use only the supplied power adapter to charge the batteries.

Note

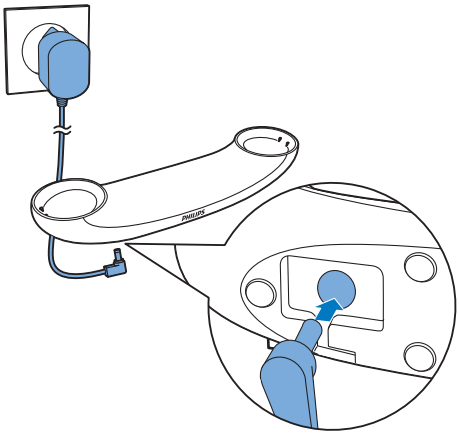
- If you subscribe to the digital subscriber line (DSL) high speed internet service through your telephone line, ensure you install a DSL filter between the telephone line cord and the power socket. The filter prevents noise and caller ID problems caused by the DSL interference. For more information on the DSL filters, contact your DSL service provider.
- The type plate is located on the bottom of the base station.

1 Connect each end of the power adapter to:
   - the DC input jack at the bottom of the base station;
   - the power socket on the wall.

2 Connect each end of the line cord to:
   - the telephone socket at the bottom of the base station;
   - the telephone socket on the wall.

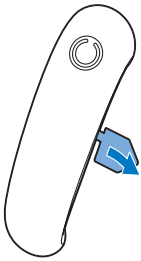


3 Connect each end of the power adapter to (for multi handset version only):
   - the DC input jack at the bottom of the extra handset charger.
   - the power socket on the wall.



Install the handset

The batteries are pre-installed in the handset. Pull the battery tape off from the battery door before charging.



Caution

- Risk of explosion! Keep batteries away from heat, sunshine or fire. Never discard batteries in fire.
- Use only the supplied batteries.
- Risk of decreased battery life! Never mix different brands or types of batteries.

Note

- Charge the batteries for 8 hours before first use.
- If the handset becomes warm when the batteries are being charged, it is normal.

Warning

- Check the battery polarity when inserting in the battery compartment. Incorrect polarity may damage the product.

Configure your phone (country dependent)

1 When using your phone for the first time, you see a welcome message.

2 Press **MENU/OK**.

Set the country/language

Select your country/language, then press **MENU/OK** to confirm.

↳ The country/language setting is saved.

Note

- The country/language setting option is country dependent. If no welcome message is displayed, it means the country/language setting is preset for your country. Then you can set the date and time.

To re-set the language, see the following steps.

1 Select **[Phone setup]** > **[Language]**, then press **MENU/OK** to confirm.

2 Select a language, then press **MENU/OK** to confirm.

↳ The setting is saved.

Set the date and time

Tip

- To set the date and time later, press **REDIAL/C** to skip this setting.

1 Press **MENU/OK**.

2 Select **[Phone setup]** > **[Date & time]**, then press **MENU/OK** to confirm.

3 Press the numeric buttons to enter the date, then press **MENU/OK** to confirm.

↳ The time setting menu is displayed on the handset.

4 Press the numeric buttons to enter the time.

- If the time is in 12-hour format, press / to select **[am]** or **[pm]** (Country dependent).

5 Press **MENU/OK** to confirm.

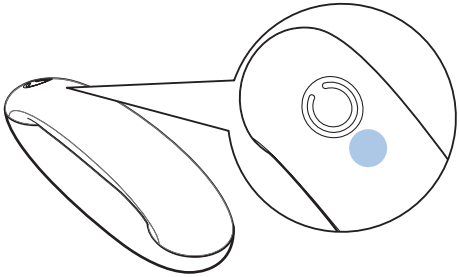
Change the remote access PIN code

Note

- The default answering machine remote access PIN code is 0000 and it is important to change it to ensure the security.

1 Press **MENU/OK**.
2 Select **[Answ. Machine]** > **[Remote access]** > **[Change PIN]**, then press **MENU/OK** to confirm.
3 Enter the old PIN/passcode, then press **MENU/OK** to confirm.
4 Enter the new PIN/passcode, then press **MENU/OK** to confirm.
5 Enter the new PIN/passcode again, then press **MENU/OK** to confirm.
↳ The setting is saved.

Charge the handset



Charge your handset by docking it in either direction. When the handset is placed correctly on the base station, you hear a docking tone (see 'Set the docking tone' on page 21). The LED at the back of the handset flashes once.
↳ The handset starts charging.

Note

- Charge the batteries for 8 hours before first use.
- If the handset becomes warm when the batteries are being charged, it is normal.
- Over time, capacity of batteries decreases. This is a normal battery behavior.

Your phone is now ready to use.

Check the battery level

The battery icon displays the current battery level.

	When the handset is off the base station, the bars indicate the battery level (full, medium and low).
	The empty battery icon flashes. The battery is low and needs recharging.

If you are on the phone, you hear warning tones when the batteries are almost empty. The handset turns off when the batteries are completely empty.

What is standby mode?

Your phone is in standby mode when it is idle. The standby screen displays the handset name, handset number, date and time.

Check the signal strength

	The number of bars indicates the connection status between the handset and base station. The more bars are shown, the better the connection is.

- Make sure the handset is connected to the base station before you make or receive calls and carry out the phone functions and features.
- If you hear warning tones when you are on the phone, the handset is almost out of battery or the handset is out of range. Charge the battery or move the handset nearer to the base station.

Note

- When **ECO+** is on, the signal strength is not displayed.

4 Calls

Note

- When the power fails, the phone cannot access emergency services.

Tip

- Check the signal strength before you make a call or when you are in a call (see 'Check the signal strength' on page 9).

Make a call

You can make a call in these ways:

- Normal call
- Predial call

You can also make a call from the redial list (see 'Redial a call' on page 20), phonebook list (see 'Call from the phonebook' on page 16) and call log (see 'Return a call' on page 18).

Normal call

1 Press or .

2 Dial the phone number.

↳ The number is dialed out.

↳ The duration of your current call is displayed.

Predial call

1 Dial the phone number

- To erase a digit, press **REDIAL/C**.
- To erase all digits, press and hold **REDIAL/C**.
- To enter a pause, press and hold #a/A.

2 Press or to dial out the call.

Note

- The call timer displays the talk time of your current call.
- If you hear warning tones, the phone is almost out of battery or out of range. Charge the battery or move the phone close to the base station.

Answer a call

When the phone rings, you can select from the following options:

- press or to answer the call.
- press **REDIAL/C** to turn off the ringer of this call.

Warning

- When the handset rings or when the handsfree is activated, keep the handset away from your ear to avoid ear damage.

Note

- If you have subscribed for a caller ID service with the service provider, you will see the caller number displayed on the handset. If the number is saved in the phonebook, the name will be displayed.

Tip

- When there is a missed call, a notification message appears.

End a call

You can end a call in these ways:

- Press ;
- Place the handset to the base station or charging cradle.

Mute the microphone

1 Press during a call.
   ↳ The handset displays **[Mute on]**.
   ↳ The caller cannot hear you, but you can still hear his voice.

2 Press again to unmute the microphone.
   ↳ You can now communicate with the caller.

Adjust the earpiece/speaker volume

Press / to adjust the volume during a call.
   ↳ The earpiece/speaker volume is adjusted and the phone is back to the call screen.

Make a second call

Note

- This service is network dependent.

1 Press during a call.
   ↳ The first call is put on hold.

2 Dial the second number.
   ↳ The number displayed on the screen is dialed out.

Answer a second call

Note

- This service is network dependent.

When there is a periodical beep to notify you of an incoming call, you can answer the call in these ways:

1 Press and 2 ABC to answer the call.
   ↳ The first call is put on hold, and you are now connected to the second call.

2 Press and 1 to end the current call and answer the first call.

Switch between two calls

Press and 2 ABC.
   ↳ The current call is put on hold, and you are now connected to the other call.

Note

- This feature is country dependent.

Make a conference call with the external callers

Note

- This service is network and country dependent. Check with the service provider for additional charges.

When you are connected to two calls, press , then 3 DEF.
   ↳ The two calls are combined and a conference call is established.

5 Intercom and conference calls

Note

- This feature is available for multi- handset versions only.

An intercom call is a call to another handset that shares the same base station. A conference call involves a conversation between you, another handset user and the outside callers.

Make a call to another handset

Note

- If the base station only has 2 registered handsets, press and hold ✱INT to make a call to another handset.

1 Press and hold ✱INT.
   ↳ The handsets available for intercom are displayed.

2 Select a handset number, then press **MENU/OK** to confirm.
   ↳ The selected handset rings.

3 Press on the selected handset.
   ↳ The intercom is established.

4 Press **REDIAL/C** or to cancel or end the intercom call.

Note

- If the selected handset is busy, **[Busy]** is displayed on the handset screen.

While you are on the phone

You can go from one handset to another during a call:

1 Press and hold ✱INT.
   ↳ The current caller is put on hold.

2 Select a handset number, then press **MENU/OK** to confirm.
   ↳ Wait for the other side to answer your call.

Switch between calls

Press and hold ✱INT to switch between the outside call and the intercom call.

Transfer a call

1 Press and hold ✱INT during a call.
   ↳ The handsets available for intercom are displayed.

2 Select a handset number, then press **MENU/OK** to confirm.

3 Press when the other side answers your call.
   ↳ The call is now transferred to the selected handset.

Make a conference call

A 3-way conference call is between you, another handset user and the outside callers. It requires two handsets to share the same base station.

During an external call

1 Press and hold ✱INT to initiate an internal call.
   ↳ The external caller is put on hold.

↳ For multi-handset versions, The handsets available for intercom are displayed. Then go to step 2.

↳ For two-handset versions, the other handset rings. Then go to step 3.

2 Select or enter a handset number, then press **MENU/OK** to confirm.
↳ The selected handset rings.

3 Press on the selected handset.
↳ The intercom is established.

4 Press **MENU/OK**.
↳ You are now in a 3-way conference call with an external call and a selected handset.

5 Press to end the conference call.

During the conference call

- Press **REDIAL/C** or press and hold *INT to put the external call on hold and go back to the internal call.
  ↳ The external call is put on hold.
- Press **MENU/OK** to establish the conference call again.

Note

- If a handset hangs up during the conference call, the other handset remains connected to the external call.

6 Text and numbers

You can enter text and numbers for handset name, phonebook records, and other menu items.

Enter text and numbers

1. Press once or several times on the alphanumeric key to enter the selected character.
2. Press **REDIAL/C** to delete a character. Press and hold **REDIAL/C** to delete all characters. Press and to move the cursor left and right.
3. Press to add a space.

Note

- For information on key mapping of characters and numbers, see the chapter 'Appendix'.

Switch between uppercase and lowercase

By default, the first letter of each word in a sentence is uppercase and the rest is lowercase. Press and hold #a/A to switch between the uppercase and lowercase letters.

7 Phonebook

This phone has a phonebook that stores up to 100 records. You can access the phonebook from the handset. Each record can have a name up to 14 characters long and a number up to 24 digits long.
There are 2 direct access memories (keys 1 and 2 ABC). Depending on your country, keys 1 and 2 ABC are preset to the voice mail number and information service number of your service provider respectively. When you press and hold on the key in standby mode , the saved phone number is dialed automatically.

View the phonebook

Note

- You can view the phonebook on one handset only each time.

1. Press or press **MENU/OK** > **[Phonebook]** > **[View]** to access the phonebook list.
2. Select a contact and view the available information.

Search a record

You can search the phonebook records in these ways:

- Scroll the contacts list.
- Enter the first character of the contact.

Scroll the contact list

1. Press or press **MENU/OK** > **[Phonebook]** > **[View]** to access the phonebook list.
2. Press and to scroll through the phonebook list.

Enter the first character of a contact

1. Press or press **MENU/OK** > **[Phonebook]** > **[View]** to access the phonebook list.
2. Press the alphanumerical key that matches the character.
   ↳ The first record that starts with this character is displayed.

Call from the phonebook

1. Press or press **MENU/OK** > **[Phonebook]** > **[View]** to access the phonebook list.
2. Select a contact in the phonebook list.
3. Press to make the call.

Access the phonebook during a call

Press **MENU/OK**, select the contact, then press **MENU/OK** to view the number.

Add a record

Note

- If your phonebook memory is full, the handset displays a notification message. Delete some records to add new ones.

1. Press **MENU/OK**.
2. Select **[Phonebook]** > **[Add new]**.
3. Enter the name, then press **MENU/OK** to confirm.
4. Enter the number, then press **MENU/OK** to confirm
   ↳ Your new record is saved.

Tip

- Press and hold #a/A to insert a pause.

Note

- The phonebook overwrites the old number with the new number.

Tip

- Press once or several times on the alphanumeric key to enter the selected character.
- Press **REDIAL/C** to delete the character. Press and to move the cursor left and right.

Edit a record

1. Press **MENU/OK**.
2. Select **[Phonebook]** > **[Edit]**.
3. Select a contact, then press **MENU/OK** to confirm.
4. Edit the name, then press **MENU/OK** to confirm.
5. Edit the number, then press **MENU/OK** to confirm.
   ↳ The record is saved.

Delete a record

1. Press **MENU/OK**.
2. Select **[Phonebook]** > **[Delete]**.
3. Select a contact, then press **MENU/OK** to confirm.
   ↳ The handset displays a confirmation request.
4. Press **MENU/OK** to confirm.
   ↳ The record is deleted.

Delete all records

1. Press **MENU/OK**.
2. Select **[Phonebook]** > **[Delete all]**.
   ↳ The handset displays a confirmation request.
3. Press **MENU/OK** to confirm.
   ↳ All records (except the 2 direct access memory records) are deleted.

8 Call log

The call log stores the call history of all missed or received calls. The incoming call history includes the name and number of the caller, call time and date. This feature is available if you have registered to the caller ID service with your service provider.
Your phone can store up to 50 call records. The call log icon on the handset flashes to remind you of any unanswered calls. If the caller allows the display of his identity, you can view his name or number. The call records are displayed in chronological order with the most recent received call at the top of the list.

Note

- Make sure that the number in the call list is valid before you can call back directly from the call list.

The icons shown on the screen tell you whether they are missed/received calls.

Icons	Description
	It remains steadily on when browsing answered incoming calls in the call log.
	It flashes when there is a new missed call or when browsing the unread missed calls in call log. It remains steadily on when browsing the read missed calls in call log.

Call list type

You can set if you can see all calls or missed calls from the call log.

Select the call list type

1 Press **MENU/OK**.
2 Select **[Services]** > **[Call list type]**, then press **MENU/OK** to confirm.
3 Select an option, then press **MENU/OK** to confirm.

View the call records

1 Press .
↳ The incoming call log is displayed.
2 Select a record, then press **MENU/OK** and **[View]** select for more available information.

Save a call record to the phonebook

1 Press .
↳ The incoming call log is displayed.
2 Select a record, then press **MENU/OK** to confirm.
3 Select **[Save number]**, then press **MENU/OK** to confirm.
4 Enter and edit the name, then press **MENU/OK** to confirm.
5 Enter and edit the number, then press **MENU/OK** to confirm.
↳ The record is saved.

Return a call

1 Press .
2 Select a record on the list.
3 Press to make the call.

Delete a call record

1 Press .
↳ The incoming call log is displayed.

2 Select a record, press **MENU/OK** to confirm.

3 Select **[Delete]**, then press **MENU/OK** to confirm
   ↳ The handset displays a confirmation requests.

4 Press **MENU/OK** to confirm.
   ↳ The record is deleted.

Delete all call records

1 Press .
   ↳ The incoming call log is displayed.

2 Press **MENU/OK** to enter the options menu.

3 Select **[Delete all]**, then press **MENU/OK** to confirm
   ↳ The handset displays a confirmation requests.

4 Press **MENU/OK** to confirm.
   ↳ All records are deleted.

9 Redial list

The redial list stores the call history of dialed calls. It includes the names and/or numbers you have called. This phone can store up to 20 redial records.

View the redial records

Press **REDIAL/C**.

Redial a call

1. Press **REDIAL/C**.
2. Select a record, then press .
   ↳ The number is dialed out.

Save a call record to the phonebook

1. Press **REDIAL/C** to enter the list of dialed calls.
2. Select a record, press **MENU/OK** to confirm.
3. Press **MENU/OK** again to enter the menu.
4. Select **[Save number]**, then press **MENU/OK** to confirm.
5. Enter and edit the name, then press **MENU/OK** to confirm.
6. Enter and edit the number, then press **MENU/OK** to confirm.
   ↳ The record is saved.

Delete a redial record

1. Press **REDIAL/C** to enter the list of dialed calls.
2. Select a record, press **MENU/OK** to confirm.
3. Press **MENU/OK** again to enter the menu.
4. Select **[Delete]**, then press **MENU/OK** to confirm.
   ↳ The handset displays a confirmation request.
5. Press **MENU/OK** to confirm.
   ↳ The record is deleted.

Delete all redial records

1. Press **REDIAL/C** to enter the list of dialed calls.
2. Select a record, press **MENU/OK** to confirm.
3. Press **MENU/OK** again to enter the menu.
4. Select **[Delete all]**, then press **MENU/OK** to confirm.
   ↳ The handset displays a confirmation request.
5. Press **MENU/OK** to confirm.
   ↳ All records are deleted.

10 Phone settings

You can customize the settings to make it your own phone.

Sound settings

Set the handset's ringtone volume

You can select among 5 ringtone volume levels or **[Off]**.

1. Press **MENU/OK**.
2. Select **[Phone setup]** > **[Sounds]** > **[Ring volume]**, then press **MENU/OK** to confirm.
3. Select a volume level, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Set the handset's ringtone

You can select from 10 ringtones.

1. Press **MENU/OK**.
2. Select **[Phone setup]** > **[Sounds]** > **[Ring tones]**, then press **MENU/OK** to confirm.
3. Select a ringtone, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Set the key tone

Key tone is the sound made when you press a key on the handset.

1. Press **MENU/OK**.
2. Select **[Phone setup]** > **[Sounds]** > **[Key tone]**, then press **MENU/OK** to confirm.
3. Select **[On]**/**[Off]**, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Set the docking tone

Docking tone is the sound made when you place the handset on the base station or charger.

1. Press **MENU/OK**.
2. Select **[Phone setup]** > **[Sounds]** > **[Docking tone]**, then press **MENU/OK** to confirm.
3. Select **[On]**/**[Off]**, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

ECO+ mode

When the **ECO+** mode is activated, it eliminates the radiation of the handset and base station in standby mode.

1. Press **MENU/OK**.
2. Select **[Phone setup]** >**[ECO+ mode]**, then press **MENU/OK** to confirm.
3. Select **[On]**/**[Off]**, and press **MENU/OK** to confirm.
   ↳ The setting is saved.

Note

- Make sure that all the handsets registered to the base station are M550/M555 in order to have the **ECO+** feature functioning properly.
- When **ECO+** is activated, the standby time is reduced. This is because in **ECO+** mode the base station is not transmitting any signal in standby mode; therefore the handset needs to "listen" more frequently for signals from the base station to detect incoming calls or other requests from the base station. The time it takes for the handset to access features like call setup, call log, paging, and phonebook browsing is also delayed. The handset will not alert you to link loss in case of power loss or moving out of range.

Name the handset

The name of the handset can be up to 14 characters. It is displayed on the handset screen in standby mode.

1. Press **MENU/OK**.
2. Select **[Phone setup]** > **[Phone name]**, then press **MENU/OK** to confirm.
3. Enter or edit the name. To erase a character, press **REDIAL/C**. To erase all characters, press and hold **REDIAL/C**.
4. Press **MENU/OK** to confirm.
   ↳ The setting is saved.

Set the date and time

For information, see 'Set the date and time' in the Get started section.

Set the display language

Note

- This feature only applies to models with multiple-language support.
- Languages available vary from country to country.

1. Press **MENU/OK**.
2. Select **[Phone setup]** > **[Language]**, then press **MENU/OK** to confirm.
3. Select a language, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

11 Telephone answering machine

Note

- Available only for M555.

Your phone includes a telephone answering machine that records unanswered calls when it is on. By default, the answering machine is set to the **[Record also]** mode. You can access the answering machine remotely and change the settings through the answering machine menu on the handset.

Turn the answering machine on or off

1 Press **MENU/OK**.
2 Select **[Answ. Machine]** > **[Voice answer]**, then press **MENU/OK** to confirm.
3 Select **[Answer only]**/**[Record also]**/**[Off]**, then press **MENU/OK** to confirm.
↳ The setting is saved.

Set the answering machine language

Note

- This feature only applies to models with multiple-language support.

The answering machine language is the language for the announcements.

1 Press **MENU/OK**.
2 Select **[Answ. Machine]** > **[Voice language]**, then press **MENU/OK** to confirm.
3 Select a language, then press **MENU/OK** to confirm.
↳ The setting is saved.

Set the answer mode

You can set the answering machine and select if the callers can leave messages. Select **[Record also]**if you allow the callers to leave messages. Select **[Answer only]** if you forbid the callers to leave messages.

1 Press **MENU/OK**.
2 Select **[Answ. Machine]** > **[Voice answer]**, then press **MENU/OK** to confirm.
3 Select an answer mode, then press **MENU/OK** to confirm.
↳ The setting is saved.

Note

- If the memory is full, the answering machine switches to **[Answer only]** mode automatically.

Announcements

The announcement is the message your caller hears when the answering machine picks up the call. The answering machine has 2 default announcements: the **[Record also]** mode and **[Answer only]** mode.

Record an announcement

The maximum length of the announcement you can record is 3 minutes. The newly recorded announcement automatically replaces the old one.

1 Press **MENU/OK**.

2 Select **[Answ. Machine]** > **[Announcement]**, then press **MENU/OK** to confirm.
3 Select **[Record also]** or **[Answer only]**, then press **MENU/OK** to confirm.
4 Select **[Record]**, then press **MENU/OK** to confirm.
5 Start recording close to the microphone after the beep.
6 Press **MENU/OK** to stop recording or the recording stops after 3 minutes.
↳ You can listen to the newly recorded announcement on the handset.

Note

- Make sure that you speak close to the microphone when you record an announcement.

Listen to the announcement

1 Press **MENU/OK**.
2 Select **[Answ. Machine]** > **[Announcement]**, then press **MENU/OK** to confirm.
3 Select **[Record also]** or **[Answer only]**, then press **MENU/OK** to confirm.
4 Select **[Play]**, then press **MENU/OK** to confirm.
↳ You can listen to the current announcement.

Note

- You can no longer listen to the announcement when you pick up an incoming call.

Restore the default announcement

1 Press **MENU/OK**.
2 Select **[Answ. Machine]** > **[Announcement]**, then press **MENU/OK** to confirm.
3 Select **[Record also]** or **[Answer only]**, then press **MENU/OK** to confirm.
4 Select **[Use default]**, then press **MENU/OK** to confirm.
↳ The handset displays a confirmation request.
5 Press **MENU/OK** to confirm.
↳ The default announcement is restored.

Incoming messages

Each message can be up to 3 minutes long. When you receive new messages, the LED at the back of the handset flashes.

Note

- If you pick up the phone when the caller leaves a message, the recording stops and you can talk to the caller directly.
- If the memory is full, the answering machine switches to **[Answer only]** automatically. Delete old messages to receive new ones.

Listen to the incoming message

You can listen to the incoming messages in the sequence they are recorded.
Select **MENU/OK** > **[Answ. Machine]** > **[Play]**, then press **MENU/OK** to confirm.
↳ New messages start playing. Old messages start playing if there is no new message.

- Press **REDIAL/C** to stop listening.
- Press **MENU/OK** to enter the options menu.
- Press / to increase/decrease the volume.

Tip

- The message counter is displayed on the first line (while the date is displayed on the second line). It indicates the current message you are viewing against the total number of messages you received.

Delete an incoming message

1. When you listen to the message, press **MENU/OK** to enter the options menu.
2. Select **[Delete]**, then press **MENU/OK** to confirm.
   ↳ The current message is deleted.

Delete all old incoming messages

1. Press **MENU/OK**.
2. Select **[Answ. Machine]** > **[Delete all]**, then press **MENU/OK** to confirm.
   ↳ The handset displays a confirmation request.
3. Press **MENU/OK** to confirm.
   ↳ All old messages are permanently deleted.

Note

- You can delete the read messages only. No deleted messages can be recovered.

Set the ring delay

You can set the number of times the phone rings before the answering machine picks up the call.

1. Press **MENU/OK**.
2. Select **[Answ. Machine]** > **[Ring delay]**, then press **MENU/OK** to confirm.
3. Select a new setting, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Note

- Make sure that the answering machine is switched on before this feature can be applied.

Tip

- When you access the answering machine remotely, you are recommended to set the ring delay to **[Toll saver]** mode. This is a cost effective way to manage your messages. When there are new messages, the answering machine picks up the call after 3 rings; When there is no messages, it picks up the call after 5 rings.

Remote access

You can operate your answering machine when you are away from home. Simply make a call to your phone with a touch tone phone and enter your 4-digit PIN code.

Note

- The remote access PIN code is the same as your system PIN. The preset PIN is 0000.

Activate/deactivate the remote access

You can allow or block remote access to the answering machine.

1. Press **MENU/OK**.
2. Select **[Answ. Machine]** > **[Remote access]**, then press **MENU/OK** to confirm.
3. Select **[Activate]**/**[Deactivate]**, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Change the PIN/passcode

1. Press **MENU/OK**.

2 Select **[Answ. Machine]** > **[Remote access]** > **[Change PIN]**, then press **MENU/OK** to confirm.

3 Enter the old PIN/passcode, then press **MENU/OK** to confirm.

4 Enter the new PIN/passcode, then press **MENU/OK** to confirm.

5 Enter the new PIN/passcode again, then press **MENU/OK** to confirm.
↳ The setting is saved.

Access the answering machine remotely

1 Make a call to your home number with a touch tone phone.

2 Enter # when you hear the announcement.

3 Enter your PIN code.
↳ You now have access to your answering machine, and you can listen to the new messages.

Note

- You have 2 chances to enter the correct PIN code before your phone hangs up.

4 Press a key to carry out a function. See the Remote access commands table below for a list of available functions.

Note

- When there is no message, the phone hangs up automatically if no key is pressed for 8 seconds.

Remote access commands

Key	Function
1	Repeat the current or listen to the previous message.
2	Listen to messages.
3	Skip to the next message.
6	Delete the current message.
7	Switch the answering machine on. (not available when you listen to the messages).
8	Stop listening to the message.
9	Switch the answering machine off. (not available when you listen to the messages).

12 Services

The phone supports a number of features that help you handle and manage the calls.

Call list type

You can set if you can see all calls or missed calls from the call log.

View the call records

1 Press .
   ↳ The incoming call log is displayed.
2 Select a record, then press **MENU/OK** and **[View]** select for more available information.

Auto conference

To join an external call with another handset, press .

Note

- This feature is available only for multi-handset versions.

Activate/Deactivate auto conference

1 Press **MENU/OK**.
2 Select **[Services]** > **[Conference]**, then press **MENU/OK** to confirm.
3 Select **[Auto]**/**[Off]**, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Select the recall duration

Make sure that the recall time is set correctly before you can answer a second call. In normal case, the phone is already preset for the recall duration. You can select among 3 options: **[Short]**, **[Medium]** and **[Long]**. The number of available options varies with different countries. For details, consult your service provider.

1 Press **MENU/OK**.
2 Select **[Services]** > **[Recall time]**, then press **MENU/OK** to confirm.
3 Select an option, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Dial mode

Note

- This feature is country dependent and only applies to models that support both tone and pulse dial.

Dial mode is the telephone signal used in your country. The phone supports tone (DTMF) and pulse (rotary) dial. Consult the service provider for detailed information.

Set the dial mode

1 Press **MENU/OK**.
2 Select **[Services]** > **[Dial mode]**, then press **MENU/OK** to confirm.
3 Select a dial mode, then press **MENU/OK** to confirm.
   ↳ The setting is saved.

Note

- If your phone is in pulse dial mode, press * during a call for temporary tone mode. Digits entered for this call are then sent out as tone signals.

Register additional handsets

You can register additional handsets to the base station. The base station can register up to 3 handsets.

1. Press **MENU/OK** on the handset.
2. Select **[Services]** > **[Register]**.
3. Press and hold •)) on the base station for 5 seconds, then press **MENU/OK** to confirm.
4. Enter the system PIN/passcode. Press **REDIAL/C** to make corrections. Press **MENU/OK** to confirm the PIN/passcode.

Note

- For models with an answering machine, you hear a confirmation beep.

↳ Registration is complete in less than 2 minutes. The base automatically assigns a handset number to the handset.

Note

- If the PIN/passcode is incorrect or no base is found within a certain period, your handset displays a notification message. Repeat the above procedure if registration fails.

Note

- The preset PIN/passcode is 0000. No change can be made on it.

Unregister the handsets

1. If two handsets share the same base station, you can unregister a handset with another handset.
2. Press **MENU/OK**.
3. Select **[Services]** > **[Unregister]**, then press **MENU/OK** to confirm.
4. Enter the system PIN/passcode. (The preset PIN/passcode is 0000). Press **REDIAL/C** to remove the number.
5. Select the handset number to be unregistered.
6. Press **MENU/OK** to confirm.
   ↳ The handset is unregistered.

Tip

- The handset number displays beside the handset name in standby mode.

Restore default settings

You can reset your phone settings to the original factory settings.

1. Press **MENU/OK**.
2. Select **[Services]** > **[Reset]**, then press **MENU/OK** to confirm.
   ↳ The handset displays a confirmation request.
3. Press **MENU/OK** to confirm.
   ↳ All settings except the phonebook are reset.

13 Technical data

General specification and features

- Maximum talk time: 16 hours
- Maximum standby time: 250 hours (LED is off)
- Range indoor: 50 meters
- Range outdoor: 300 meters
- Phonebook list with 100 entries
- Redial list with 20 entries
- Call log with 50 entries
- Answering machine with up to 30 minutes recording time
- Caller identification standard support: FSK, DTMF

Battery

- Philips: 2 x AAA Ni-MH 1.2V 550 mAh rechargeable batteries

Power adapter

Base

- Philips: S003EB06000302, Input: 100-240V~ 50/60Hz 200mA; Output: (i) 6V 300mA, (ii) 6V 200 mA

Charger

- Philips: S003IV0600040, Input: 100-240Vac 50/60Hz 150mA; Output: 6V DC 400mA

Power consumption

- Power consumption in standby mode: 0.6W (M550), 0.65W (M555)

Weight and dimensions

- Handset: 171 grams
- 213.0 x 50 x 44 mm (H x W x D)
- Base: 157 grams
- 215 x 50 x 35 mm (H x W x D)

14 Notice

Declaration of conformity

Hereby Philips Consumer Lifestyle, declares that the M550/M555 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. You can find the Declaration of Conformity on www.p4c.philips.com.
This product has been designed, tested and manufactured according the European R&TTE directive 1999/5/EC.

Use GAP standard compliance

The GAP standard guarantees that all DECT™ GAP handsets and base stations comply with a minimum operating standard irrespective of their make. The handset and base station are GAP compliant, which means they guarantee the minimum functions: register a handset, take the line, make a call and receive a call. The advanced features may not be available if you use them with other makes. To register and use this handset with a GAP compliant base station of different make, first follow the procedure described in the manufacturer's instructions, then follow the procedure described in this manual for registering a handset. To register a handset from different make to the base station, put the base station in registration mode, then follow the procedure described in the handset manufacturer's instructions.

Compliance with EMF

Koninklijke Philips Electronics N.V. manufactures and sells many products targeted at consumers, which, like any electronic apparatus, in general have the ability to emit and receive electromagnetic signals.
One of Philips' leading Business Principles is to take all necessary health and safety measures for our products, to comply with all applicable legal requirements and to stay well within the EMF standards applicable at the time of producing the products.
Philips is committed to develop, produce and market products that cause no adverse health effects. Philips confirms that if its products are handled properly for their intended use, they are safe to use according to scientific evidence available today.
Philips plays an active role in the development of international EMF and safety standards, enabling Philips to anticipate further developments in standardization for early integration in its products.

Disposal of your old product and batteries

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

When this crossed-out wheeled bin symbol is attached to a product it means that the product is covered by the European Directive 2002/96/EC. Please inform yourself about the local separate collection system for electrical and electronic products.
Please act according to your local rules and do not dispose of your old products with your normal household waste.
Correct disposal of your old product helps to prevent potential negative consequences for the environment and human health.

Your product contains batteries covered by the European Directive 2006/66/EC, which cannot be disposed with normal household waste. Please inform yourself about the local rules on separate collection of batteries because correct disposal helps to prevent negative consequences for the environmental and human health.

When this logo is attached to a product, it means a financial contribution has been paid to the associated national recovery and recycling system.

Environmental information

All unnecessary packaging has been omitted. We have tried to make the packaging easy to separate into three materials: cardboard (box), polystyrene foam (buffer) and polyethylene (bags, protective foam sheet.)

Your system consists of materials which can be recycled and reused if disassembled by a specialized company. Please observe the local regulations regarding the disposal of packaging materials, exhausted batteries and old equipment.

15 Frequently asked questions

No signal bar is displayed on the screen.

- The handset is out of range. Move it closer to the base station.
- If the handset displays **[Register your Handset]**, register your handset.

Tip

- For further information, see the chapter 'Services', section 'Register additional handsets'.

My handset is in searching status, what do I do?

- Make sure that the base station has power supply.
- Register the handset to the base station.
- Move the handset closer to the base station.

If I fail to pair (register) the additional handsets to the base station, what do I do?

Your base memory is full. Unregister the unused handsets and try again.

Tip

- For further information, see the chapter 'Services', section 'Unregister the handsets'.

No dialing tone

- Check your phone connections.
- The handset is out of range. Move it closer to the base station.

No docking tone

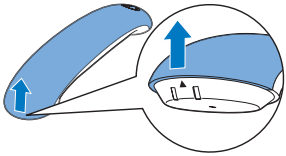
- The handset is not placed properly on the base station/charger.
- The charging contacts are dirty. Disconnect the power supply first and clean the contacts with a damp cloth.

I cannot change the settings of my voice mail, what do I do?

The voice mail service is managed by your service provider but not the phone itself. Contact your service provider to change the settings.

The handset on the charger does not charge.

- Make sure the batteries are inserted correctly.
- Make sure the handset is placed properly on the charger. The LED at the back of the handset flashes once when charging.
- Make sure the docking tone setting is turned on. When the handset is placed correctly on the charger, you can hear a docking tone.
- The charging contacts are dirty. Disconnect the power supply first and clean the contacts with a damp cloth.
- Batteries are defective. Purchase new ones with the same specifications. To remove the battery door, refer to the instruction in the following picture.



No display

- Make sure the batteries are charged.
- Make sure there is power and the phone is connected.

Bad audio (crackles, echo, etc.)

- The handset is nearly out of range. Move it closer to the base station.
- The phone receives interference from the nearby electrical appliances. Move the base station away from them.
- The phone is at a location with thick walls. Move the base away from them.

The handset does not ring.

Make sure the handset ringtone is turned on.

The caller ID does not display.

- The service is not activated. Check with your service provider.
- The caller's information is withheld or unavailable.

Note

- If the above solutions do not help, disconnect the power supply from both the handset and base station. Try again after 1 minute.

16 Appendix

Text and number input tables

Key	Upper case characters (for English/ French/ German/ Italian/Turkish/ Portuguese/Spanish/Dutch/Danish/ Finnish/Norwegian/ Swedish/ Romanian/ Polish/Czech/Hungarian/Slovakian/ Slovenian/Croatian/Lithuanian/Estonian/ Lativian/Bulgarian)
0	Space . 0 , / : ; " ' ! ¡ ? ¿ * + - % |
1	1 @ _ # = < > ( ) & £ $ ¥ ¤ § …
2	A B C 2 Â Æ Á Ã Ä Å Ç Č
3	D E F 3 É Ê Ė Ę Δ Φ
4	G H I 4 Ğ Í Ï Ì Γ
5	J K L 5 Λ
6	M N O 6 Ñ Ó Ô Õ Ö
7	P Q R S 7 Ş Š Π Θ Σ
8	T U V 8 Ù Ú Ü
9	W X Y Z 9 Ø Ω Ξ Ψ Ž

Key	Lower case characters (for English/ French/ German/ Italian/Turkish/ Portuguese/Spanish/Dutch/Danish/ Finnish/Norwegian/ Swedish)
0	Space . 0 , / : ; " ' ! ¡ ? ¿ * + - % |
1	1 @ _ # = < > ( ) & £ $ ¥ [ ] { } ¤ § …
2	a b c 2 à â æ á ã ä å ç č
3	d e f 3 è é ê ë Δ Φ
4	g h i 4 ğ í ì ï ¡ ı Γ
5	j k l 5 Λ
6	m n o 6 ñ ó ô õ ö ò
7	p q r s 7 β ş š Π Θ Σ
8	t u v 8 ù ú ü
9	w x y z 9 ø Ω Ξ Ψ ž

Key	Upper case characters (for Greek)
0	Space . 0 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ |
1	1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § …
2	A B Γ 2 A B C Æ Å Ç
3	Δ E Z 3 D E F É
4	H Θ I 4 G H I
5	K Λ M 5 J K L
6	N Ξ O 6 M N O Ñ Ö
7	Π P Σ 7 P Q R S ß
8	T Υ Φ 8 T U V Ü
9	X Ψ Ω 9 W X Y Z Ø

Key	Lower case characters (for Greek)
0	Space . 0 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ |
1	1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § …
2	α β γ 2 a b c à æ ä å
3	δ ε ζ 3 d e f è é
4	η θ ι 4 g h i ì
5	κ λ μ 5 j k l Λ
6	ν ξ o 6 m n o ñ ö ò
7	π ρ σ ς 7 p q r s ß
8	τ υ φ 8 t u v ù ü
9	χ ψ ω 9 w x y z ø

Key	Upper case characters (for Serbian)
0	Space . 0 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ |
1	1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § …
2	A B C Ъ Ć Č 2 A Б В Г
3	D E F J Ð 3 Д E Ж З Δ Φ
4	G H I Ѣ 4 И Й К Λ Г
5	J K L Њ 5 M H O П Λ
6	M N O Ћ 6 P C T У
7	P Q R S Ж Š 7 Ф X Ц Ч П Θ Σ ß
8	T U V 8 Ш Щ Ъ Ы
9	W X Y Z Ž 9 Ь Э Ю Я Ω Ξ Ψ

Key	Lower case characters (for Serbian)
0	Space . 0 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ |
1	1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § …
2	a b c Ъ Ć Č 2 A Б В Г
3	d e f J Ð 3 Д E Ж З
4	g h i Ѣ 4 И Й К Λ
5	j k l Њ 5 M H O П
6	m n o Ћ 6 P C T У

7	p q r S Ж Š 7 Ф Х Ц Ч П Θ Σ ß
8	t u v ij 8 Ш Щ Ъ Ы
9	w x y Z Ž 9 Ь Э Ю Я Ω Ξ Ψ

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CE 0168

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UM_M55x_63_90_EN_V1.0
WK13244